उपभोक्ताओं को टेलीफोन पर अपमानित किया जा रहा है ; और

(ङ) यदि हां, तो इसके क्या कारण हैं ?

नागरिक आपूर्ति, उपभोक्ता मामले और सार्वजनिक वितरण मंत्रालय में राज्य मंत्री (श्री कमालुद्दीन अहमद) : (क) सुपर बाजार ने सूचित किया है कि सुपर बाजार में क्षेत्रीय वितरण केन्द्रवार तथा शाखावार शिकायतें दर्ज करने की प्रणाली मौजूद है। नियंत्रण कक्ष में ऐसी कोई प्रणाली नहीं है।

(ख) नियंत्रण कक्ष मुख्यालय के परिसर में स्थापित किया गया है, जो संबंधित शाखाओं तथा क्षेत्रीय वितरण केन्द्रों से बिक्री तथा स्टाक की स्थिति को एकत्र करने का कार्य करता है। यह आंतरिक प्रयोग के लिए है।

(ग) से (ङ) प्रश्न नहीं उठता।

Installation of Alpha Numerical Machines in Super Bazar and Qendriya Bhandar

744. PROF. VIJAY KUMAR MALHOTRA: Will the Minister of CIVIL SUPPLIES, CONSUMER AFFAIRS AND PUBLIC DISTRIBUTION be pleased to state:

(a) whether Super Bazar and Kendriya Bhandar have not installed the Alpha Numerical Machines which give the names of the items and their rates in all their branch stores in spite of heavy profits being earned by them;

(b) if so, the reasons thereof;

(c) the number of complaints received about overcharging during the last three years branch-wise and the action taken thereon;

(d) whether there is no time-table for the mobile vans of these cooperative stores which keep people waiting helplessly;

(e) if so, the remedial steps taken in this regard;

(f) whether the number of mobile vans held by Kendriya Bhandar is for less than the Super Bazar, but its profits are more than Super Bazar;

(g) if so, the steps taken to purchase more mobile vans to serve the people of Delhi effectively; and

(h) if not, the reasons therefor?

THE MINISTER OF STATE IN THE MINISTRY OF CIVIL SUPPLIES, CONSUMER AFFAIRS AND PUBLIC DISTRIBUTION (SHRI KAMALUDDIN AHMED): (a) and (b) Installation of Alpha Numerical Machines depends on the availability of resources since it involves high cost. However, Super Bazar and Kendriya Bhandar have already installed 55 and 35 such machines respectively. More such machines will be installed on availability of funds.

(c) During last three years, Super Bazar has received 14 complaints about overcharging the customers by the employees of Super Bazar, while in case of Kendriya Bhandar it was 16. On receipt of the complaints, Super Bazar and Kendriya Bhandar have initiated disciplinary action against the concerned employees.

(d) and (e) No, Sir. There is weekly laid down schedules for movement of mobile vans in respect of both Super Bazar and Kendriya Bhandar.

(f) to (h) Kendriya Bhandar is a welfare project for the benefit of the Central Government employees Branches of the Kendriya Bhandar are located in a number of Government colonies in Delhi. Hence, requirements of mobile van is much less in case of Kendriya Bhandar.